

Report Title: Telehealth Application Details
Run Date and Time: 2020-06-19 17:36:33 Eastern Daylight Time
Run by: COVID Service Account
Table name: x_g_fmc_c19_telehe_grant_application

Telehealth Application

Number:	GRA0007123		
Applicant:	Satoya Beckles	Applicant National Provider Identifier (NPI):	1578612412
Applicant FCC Registration Number (FRN):	0029424470	Lead HCP:	BMS Family Health and Wellness Centers
Data Universal Numbering System (DUNS) Number:	782766141	Lead HCP HCP Number:	
DATA Act Business Types:	M - Nonprofit with 501C3 IRS Status (Other than an Institution of Higher Education)	# of HCPs:	2
		# of Funding Line Items:	1
Service Area:	New York	HCP Numbers:	75361

Contact Information

Contact Name:	Satoya Beckles	
Position Title:	Grants Manager, Brownsville Community Development Corporation	
Street:	592 Rockaway Avenue	
City:	Brooklyn	
State:	NY	
Zip:	11212	
Email:	sbeckles@bmsfhc.org	
Phone:	7183455000 ext 2257	

Services and Conditions

Patient-Based Internet-Connected Remote Monitoring:	true	
Other Monitoring:	true	
Video Consults:	true	
Voice Consults:	true	
Imaging Diagnostics:	false	
Other Diagnostics:	true	
Remote Treatment:	true	
Additional information on Medical Services to be provided::		
Would you treat patients without COVID-19 symptoms or conditions?:	Yes	
Would you treat COVID-19 patients directly?:	Yes	
Emergency / Urgent Care:	false	
Mental Health Services (Non-Emergency):	true	
Other Infectious Diseases:	true	
Routine, Non-Urgent Care:	true	
Other Conditions (Explain Below):	true	
If you will treat patients without COVID-19, explain...:		
Additional information on specific conditions to be treated::		
Primary Care services Cardiology Physical Therapy Obgyn Chronic Diseases		

Purpose and Intent

What are your goals and objectives for use of the COVID-19 Telehealth Funding?:

Brownsville and East New York are two of the poorest neighborhoods in New York State. Telehealth has the potential to improve the quality of health care and to make it accessible to more people in Brownsville and East New York. Telehealth may provide opportunities to make health care more efficient, better coordinated and closer to home.

During the COVID-19 pandemic, we believe the use of Telehealth would allow BMS to continue to provide much needed medical services.

- 1.Allow health care to be accessible to the low-income and heavily impacted communities of Brownsville and East New York.
- 2.Make health care services more readily available and convenient for people with limited mobility, time or transportation options.
- 3.Provide access to medical specialists. In our 2019 Auto- Health Professional Shortage Area score increased in all our 3 areas demonstrating the lack of health care professionals in the area. Telehealth will allow BMS to utilize medical specialists to continue and expand medical services to our patients.
- 4.Improve communication and coordination of care among members of a health care team and a patient.
- 5.Provide support for self-management of health care to our patients.
- 6.Provide tools and equipment to allow patients to access telehealth medical services.

This funding will allow BMS to purchase equipment for patients who are not able to afford this needed equipment. This equipment will allow clinicians and support staff to monitor patient's health remotely. These devices we hope will include:

- Web-based or mobile apps for uploading information, such as blood glucose readings, to your doctor or health care team
- Devices that measure and wirelessly transmit information, such as blood pressure, blood glucose or lung function
- Wearable devices that automatically record and transmit information, such as heart rate, blood glucose, gait, posture control, tremors, physical activity or sleep patterns
- Home monitoring devices for older people or people with dementia that detect changes in normal activities such as falls

•Smart Cell phones

What is your timeline for deployment of the proposed service(s)?:

BMS has already began transitioning (March 2020) to telehealth service with some of our patients and with these funds we hope to completely move to 100% telehealth visits by May 2020. We hope to also do targeted outreach efforts to our patients as well as providing customer service support. We have received much complaints and concerns from our patients who unfortunately do not have email addresses or smart cell phones with the capabilities needed and have accounted in the budget of this request to purchase phones and remote monitor technology to provide to our patients. Our President and CEO's vision is for us to loan or provide cell phones to patients who unable to afford basic smart phones. BMS is still shopping around for companies that will meet the needs of our patient population to support medical telehealth, we are currently piloting with one company and hope to have a finalized decision by April 30th, 2020. Provision of cell phones and medical devices once procured will begin starting May 15th, 2020.

What metrics will you use to help measure the impact of the funds used? :

- 1.Patient Retention: During the COVID-19 pandemic BMS has seen a reduction of weekly visits by 50%. We are hoping with this Telehealth Program to retain at least 80% of our patients during this time, increasing the current % by 30%.
- 2.Quality of Service: BMS holds an 80% patient satisfaction rate with its patients and we are hoping to maintain or even increase this % utilizing this Telehealth program.
- 3.Access to Care: Accessing care during this COVID-19 pandemic is at the utmost importance for BMS. Currently BMS has a patient population of about 23,000 patients. However, we are positioned in low-income communities where the number one complaint is not finding the time during the day to physically come into the health center for a visit. We hope to increase our patient population by at least 500 more patients utilizing this Telehealth Program.
- 4.Reduction in wait time: Due to being constantly short staffed of clinical staff, patients have complained about the high wait time after registering and waiting to be seen by a clinician. We hope to reduce the wait time by 40%. We measure this outcome in our patient satisfaction surveys.
- 5.Clinician Retention and Satisfaction: This metric is particularly crucial for telehealth services targeting low-income communities where the HPSA score is very high. BMS hopes to target and sustain the market that will benefit the most from telemedicine. We hope that our clinicians are also satisfied using this service and stay on board to help establish brand loyalty among the community.
- 6.Treatment Plan Adherence: Patients recovering after a surgery or suffer from chronic conditions can be given remote patient monitoring platforms to assist them in their treatment plans. The monitoring system can provide them all the necessary information, such as reminders and checklists they can easily refer to. BMS hopes to work with patients in these cases utilizing the Telehealth Program to remotely aid with these treatment plans.
- 7.Internal Referrals: BMS believes this online platform can help with internal referrals allowing patients to use and be easily tracked in-network services. BMS currently tracks and monitors internal and external referrals.

How has COVID-19 affected HCPs in your geographic area (e.g, county)?:

On April 1st, 2020 New York City's Health Department released a detailed map of the city's coronavirus cases, broken down by zip code, East New York (11207 & 11208) one of the four neighborhoods with the highest number of cases in the city. With Brownsville (11212) also experiencing high number of COVID-19 cases in the state. To date both Brownsville and East New York fall in the same zip code category where the Total count of COVID-19 cases based on patient address by ZIP code is greater than 1079-2863.

Have you been under pre-existing strains? If so, please describe such factors.:

Do you plan to target the funding to high-risk and vulnerable patients?:

Yes

If so, please describe how.:

BMS serves primarily high-risk and vulnerable patients, as a result our current patient population reflects these types of patients. Through the Telehealth funding we would be able to better continue to support our current patient population.

Please provide any additional information to support your application and :

Do you request confidential treatment of supporting documentation?:

No

Funding Request

Total Amount of Funding Requested:	1000000	
Are you requesting funding for devices?:	Yes	
Are the devices for the health care provider's use?:	Yes	
Are the devices for patient use?:	Yes	

How are the devices integral to patient care?:

Most people have access to basic telecommunications technology, like telephones, internet, and computers. However, after piloting Telehealth at BMS we were able to quickly identify that due to the low-income background of our patients, several of our patients did not have this basic equipment to support the Telehealth Program. We hope with these funds we can provide some of this equipment for our patients, either through a loaner program or providing 100% equipment at no cost.

With such a high diabetic and hypertensive patient population we chose to focus the specific remote patient monitoring equipment on glucose and blood pressure monitors. In the past several years BMS has done multiple patient education activities to educate patients on the importance of monitoring these vitals. We believe that virtual monitoring with their clinician will help patients stay on track with their current health plans. BMS also has diabetic group counseling, however, due to the COVID-19 pandemic the groups have not been able to meet, we hope to include these group sessions as part of the Telehealth Program. BMS is currently piloting and testing software that would be best compatible with our patient and staff as well as our electronic medical record system. We believe that this software can help streamline our recording and billing.

Certification

Certified and Submitted by: Satoya Beckles
 Certifier Full Name: Satoya Beckles

Certified Date and Time: 2020-06-08 13:41:16

Related List Title: Health Care Provider List
Table name: x_g_fmc_c19_telehe_health_care_provider
Query Condition: Associated Application = GRA0007123
Sort Order: Number in ascending order

2 Health Care Providers

▲ Number	Facility Name	FRN	HCP Number	NPI	State	City	Eligibility Type	Total Patient Population	Estimated Number of Patients to be Served by Funding Request	Associated Application	Additional Information on Patient Estimate :	County in which address is located	Is Lead HCP?	Is the Facility a Hospital ?	PDF Patient Estimate Info	Street Address
HCP0009653	BMS Family Health and Wellness Centers	0029424470			NY	Brooklyn	(2) community health centers or health centers providing health care to migrants	23,340	23,340	GRA0007123		Kings County, New York	Yes	No	Patient estimates were pulled from the national Uniform Data Systems data (UDS) approved	592 Rockaway Avenue

▲ Number	Facility Name	FRN	HCP Number	NPI	State	City	Eligibility Type	Total Patient Population	Estimated Number of Patients to be Served by Funding Request	Associated Application	Additional Information on Patient Estimate :	County in which address is located	Is Lead HCP?	Is the Facility a Hospital?	PDF Patient Estimate Info	Street Address
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by HRSA. It reflects the total patients BMS serves.

HCP0009654							(1) post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools			GRA0007123			No			
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Related List Title: Funding Request Details List
Table name: x_g_fmc_c19_telehe_funding_request
Query Condition: Associated Application = GRA0007123
Sort Order: Number in ascending order

1 Funding Request Details

▲ Number	Description of Service(s) and/or Device(s)	Category	Quantities(For Devices)	Total One-Time Expense	Total Monthly Expenses	Number of Months for Recurring Monthly Expenses	Date [Purchased or] To Be Purchased	Associated Application
FDR0012915	Bluetooth Glucometers	Devices						GRA0007123

▲ Number	Description of Service(s) and/or Device(s)	Category	Quantities(For Devices)	Total One-Time Expense	Total Monthly Expenses	Number of Months for Recurring Monthly Expenses	Date [Purchased or] To Be Purchased	Associated Application
	Bluetooth Blood Pressure monitors Mobile - A/V Organization Managed Patient Communication Devices/Cell Phones (Maas360) Qure4u Telehealth Provider Licenses Web Cameras Laptops Lenovo All in One PCs Bandwidth upgrade to 1 Gbps							